



a. Specify whether in-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
1	Medi Assist Insurance TPA Pvt Ltd	12-09-2024	11-09-2025

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	244	-
Number of lives serviced	-	5,73,021	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,767
ii.	Number of claims received during the year	45,244
iii.	Number of claims paid during the year (specify % also in brackets)	42567(93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2970(7%)
v.	Number of claims outstanding at the end of the year	1,474

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	100.0%	60.0%	99.3%	92.7%
2	Within 1-2 hours	0.0%	20.0%	0.4%	4.6%
3	Within 2-6 hours	0.0%	20.0%	0.2%	2.3%
4	Within 6-12 hours	0.0%	0.0%	0.1%	0.4%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.1%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	3	75.0%	41,738	92.4%	-	-	41,741	98.1%
Between 1-3 months	1	25.0%	607	5.0%	-	-	608	1.4%
Between 3 to 6 months	0	0.0%	152	1.6%	-	-	152	0.4%
More than 6 months	0	0.0%	66	1.1%	-	-	66	0.2%
<b>Total</b>	<b>4</b>	<b>100.0%</b>	<b>42,563</b>	<b>100.0%</b>	<b>-</b>	<b>-</b>	<b>42,567</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	9
3	Grievances resolved during the year	9
4	Grievances outstanding at the end of the year	-



a. Specify whether in-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
2	Paramount Health Services & Insurance Tpa Pvt. Ltd	04-02-2025	03-02-2028

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	220	-
Number of lives serviced	-	5,89,668	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	905
ii.	Number of claims received during the year	32,814
iii.	Number of claims paid during the year (specify % also in brackets)	30462(95%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1663(5%)
v.	Number of claims outstanding at the end of the year	1,594

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0.0%	0.0%	93.0%	85.0%
2	Within 1-2 hours	0.0%	0.0%	3.0%	11.0%
3	Within 2-6 hours	0.0%	0.0%	2.0%	4.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	1.0%	0.0%
6	>24 hours	0.0%	0.0%	1.0%	0.0%
	<b>Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description to be reckoned from the date of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	29,710	97.5%	-	-	29,710	90.4%
Between 1-3 months	-	0.0%	603	2.0%	-	-	603	6.9%
Between 3 to 6 months	-	0.0%	116	0.4%	-	-	116	1.7%
More than 6 months	-	0.0%	33	0.1%	-	-	33	1.0%
<b>Total</b>	-	<b>0.0%</b>	<b>30,462</b>	<b>100.0%</b>	-	-	<b>30,462</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	42
3	Grievances resolved during the year	42
4	Grievances outstanding at the end of the year	-



a. Specify whether in-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
3	Family Health Plan Insurance TPA Limited	24-07-2024	23-07-2027

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	9	-
Number of lives serviced	-	40,500	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	214
ii.	Number of claims received during the year	5,221
iii.	Number of claims paid during the year (specify % also in brackets)	4924(93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	379(7%)
v.	Number of claims outstanding at the end of the year	132

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0.0%	0.0%	99.8%	100.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.1%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.1%	0.0%
	<b>Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	4,832	98.1%	-	-	4,832	98.1%
Between 1-3 months	-	0.0%	84	1.7%	-	-	84	1.7%
Between 3 to 6 months	-	0.0%	6	0.1%	-	-	6	0.1%
More than 6 months	-	0.0%	2	0.0%	-	-	2	0.0%
<b>Total</b>	-	<b>0.0%</b>	<b>4,924</b>	<b>99.9%</b>	-	-	<b>4,924</b>	<b>99.9%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	-



a. Specify whether in-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
5	Vidal Health Insurance TPA Pvt. Ltd	01-08-2023	31-07-2026

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	47
ii.	Number of claims received during the year	1,426
iii.	Number of claims paid during the year (specify % also in brackets)	1388(96%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	54(4%)
v.	Number of claims outstanding at the end of the year	31

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0.0%	0.0%	87.2%	79.8%
2	Within 1-2 hours	0.0%	0.0%	7.8%	14.2%
3	Within 2-6 hours	0.0%	0.0%	4.9%	5.8%
4	Within 6-12 hours	0.0%	0.0%	0.1%	0.2%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	1,294	93.2%	-	-	1,294	93.2%
Between 1-3 months	-	0.0%	68	4.9%	-	-	68	4.9%
Between 3 to 6 months	-	0.0%	18	1.3%	-	-	18	1.3%
More than 6 months	-	0.0%	8	0.6%	-	-	8	0.6%
<b>Total</b>	-	<b>0.0%</b>	<b>1,388</b>	<b>100.0%</b>	-	-	<b>1,388</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-



a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
6	MDIndia Health Insurance TPA Pvt. Ltd.	08-03-2024	07-03-2027

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	38,008	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	4,165
iii.	Number of claims paid during the year (specify % also in brackets)	3987(99%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	57(1%)
v.	Number of claims outstanding at the end of the year	121

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	0.0%	0.0%	97.9%	97.8%
2	Within 1-2 hours	0.0%	0.0%	2.1%	2.2%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description to be reckoned from the date of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	3,777	94.7%	-	-	3,777	94.7%
Between 1-3 months	-	0.0%	176	4.4%	-	-	176	4.4%
Between 3 to 6 months	-	0.0%	32	0.8%	-	-	32	0.8%
More than 6 months	-	0.0%	2	0.1%	-	-	2	0.1%
<b>Total</b>	-	<b>0.0%</b>	<b>3,987</b>	<b>100.0%</b>	-	-	<b>3,987</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
6	InHouse		

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	1,28,929	3,085	-
Number of lives serviced	1,85,721	68,16,883	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2,093
ii.	Number of claims received during the year	1,25,218

iii.	Number of claims paid during the year (specify % also in brackets)	116039(93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	8607(7%)
v.	Number of claims outstanding at the end of the year	2,665

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	96.4%	53.0%	97.7%	67.2%
2	Within 1-2 hours	3.3%	41.6%	2.1%	29.0%
3	Within 2-6 hours	0.3%	5.4%	0.2%	3.8%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Percentage to be calculated on total of the respective column.

\*\* reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	6,240	92.3%	1,05,131	96.2%	-	-	1,11,371	96.0%
Between 1-3 months	324	4.8%	3,249	3.0%	-	-	3,573	3.1%
Between 3 to 6 months	132	2.0%	679	0.6%	-	-	811	0.7%
More than 6 months	64	0.9%	220	0.2%	-	-	284	0.2%
<b>Total</b>	<b>6,760</b>	<b>100.0%</b>	<b>1,09,279</b>	<b>100.0%</b>	<b>-</b>	<b>-</b>	<b>1,16,039</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	546
3	Grievances resolved during the year	546
4	Grievances outstanding at the end of the year	-